



## Green Light Mediation

Green Light Mediation are members of The FMA

### COMPLAINTS PROCEDURE

We are committed to providing a high-quality mediation service to all our clients and sincerely hope that you will have no cause to complain. If however you are unhappy with the service you receive please tell us about it so that we may deal with the problem without delay. Mediators are required to have in place and follow a procedure that relates to breaches of the FMC's (Family Mediation Council) Codes of Practice or Standards Framework that have occurred within 3 months of the last mediation appointment.

#### How to complain

1. Please raise the issue in mediation if possible, so that your mediator(s) can deal with the problem straight away.
2. If you need to raise the issue after the mediation then please telephone us on 01442 500059 and speak to Sarah England.
3. If you do not want a telephone conversation or it is not possible to have a telephone conversation then please write to us detailing your complaint to [info@greenlightmediation.co.uk](mailto:info@greenlightmediation.co.uk)
4. We will acknowledge your complaint within 3 working days.
5. A full review will be undertaken and we will speak with the mediator(s) who conducted the mediation.
6. A full response will be sent to you within 30 days of receipt.
7. If both the complainant and the mediator wish to proceed then mediation regarding the matter can be arranged.
8. If the response does not address the issues to your satisfaction and you wish to take your complaint further to an external body then please contact:-  
Until 1<sup>st</sup> March 2022:

**Administration office:**

Family Mediators Association  
Scottish Enterprise Technology Park  
Nasmyth Building, 2<sup>nd</sup> Floor,  
60 Nasmyth Avenue  
East Kilbride  
G75 0QR  
Scotland

After 1<sup>st</sup> March 2022:

Family Mediation Standards Board in accordance with its new complaints process. Details can be found here: <https://www.familymediationcouncil.org.uk/complaintsabout-mediators/>

Complaints that appear to be vexatious or of a purely personal nature do not have to be investigated as per guidance from the FMSB (Family Mediation Standards Board).